

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	112	123	-9%
	Admits	23	43	-47% ▼
	Discharges	39	34	15% ▲
	Service Hours	1,178	1,383	-15% ▼
	Bed Days	7,964	7,104	12% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Residential Services	61	50.4%
	Case Management	33	27.3%
<b>Addiction</b>	Residential Services	20	16.5%
<b>Forensic MH</b>	Crisis Services	7	5.8%

## Consumer Satisfaction Survey

(Based on 82 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		84%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

## Client Demographics

Age	#	%	State Avg
18-25	5	4%	15% ▼
26-34	12	11%	24% ▼
35-44	10	9%	19%
45-54	36	32%	23%
55-64	44	39%	15% ▲
65+	5	4%	5%

Gender	#	%	State Avg
Male	70	63%	60%
Female	42	38%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	93	83%	75%
Hisp-Puerto Rican	16	14%	12%
Hispanic-Other	2	2%	7%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%
Unknown			5%

Race	#	%	State Avg
White/Caucasian	63	56%	65%
Black/African American	44	39%	17% ▲
Asian	2	2%	1%
Other	2	2%	13% ▼
Am. Indian/Native Alaskan	1	1%	0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	2	1	100% ▲
Discharges	1	1	0%
Service Hours	130	108	20% ▲

Recovery

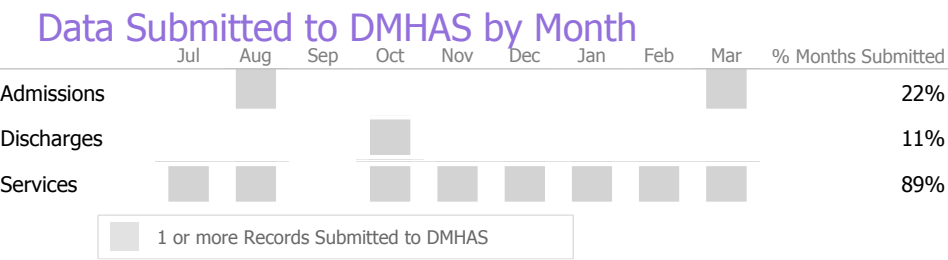
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	16	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	15	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	100% 97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div>	100% 71%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

\* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	119	148	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	17	100%	85%	90%	15% ▲

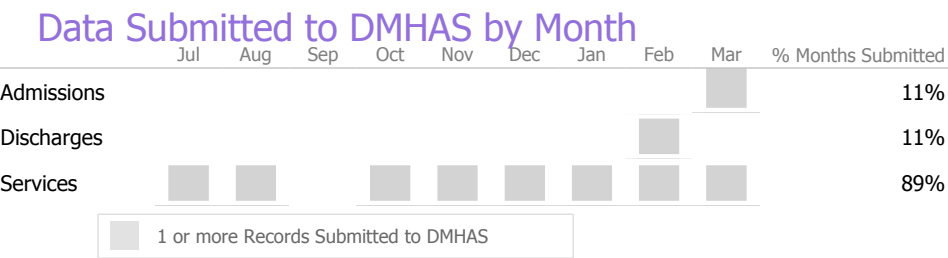
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	16	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div> 100%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div> 100%	71%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

\* State Avg based on 54 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	10	12	-17% ▼
Discharges	9	9	0%
Bed Days	3,301	2,762	20% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	91%	81%
✓ SA Screen Complete	91%	80%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	94%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	56%	60%	65%	-4%
● Follow-up within 30 Days of Discharge		4	80%	90%	79%	-10%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	67%	60%	88%	7%
✓ Stable Living Situation		21	100%	95%	97%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		13	81%	95%	70%	-14% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	329 days	0.3	92%	90%	93%	2%

■ < 90% 
 ■ 90-110% 
 ■ >110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										56%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 73 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	4	5	-20% ▼
Discharges	5	4	25% ▲
Bed Days	651	590	10%

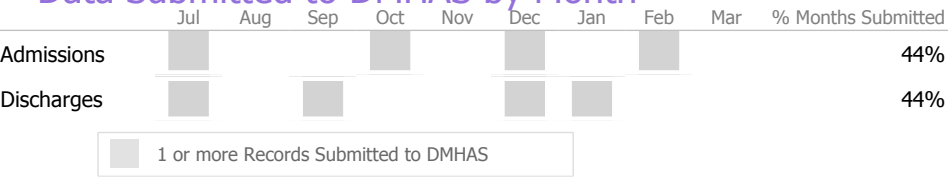
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge	<div><div></div></div>	5	100%	85%	100%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge	<div><div></div></div>	4	80%	90%	93%	-10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div><div></div></div>	3	133 days	0.3	79%	90%	90%	-11% ▼
<div><div>&lt; 90%</div><div>90-110%</div><div>&gt;110%</div></div>								

Data Submitted to DMHAS by Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

\* State Avg based on 4 Active Respite Bed Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	47	-13% ▼
Admits	1	13	-92% ▼
Discharges	15	5	200% ▲
Service Hours	930	1,127	-17% ▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	93%	50%	72%	43% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		38	93%	60%	87%	33% ▲
✓ Stable Living Situation		40	98%	85%	94%	13% ▲
● Improved/Maintained Axis V GAF Score		34	83%	95%	74%	-12% ▼
● Employed		5	12%	25%	14%	-13% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	97%	10%

## Data Submission Quality

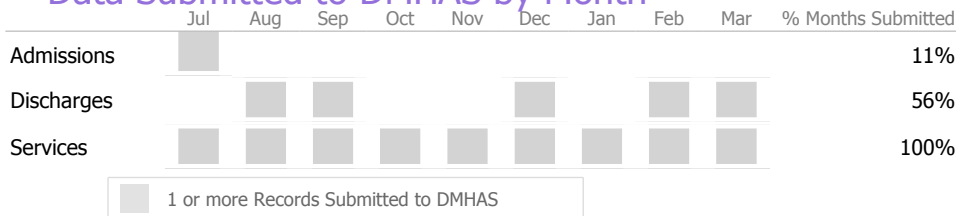
Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		90%
✓ SA Screen Complete		88%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		97%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 51 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	24	-17% ▼
Admits	5	10	-50% ▼
Discharges	8	13	-38% ▼
Bed Days	4,012	3,752	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	3	38%	85%	45%	-47% ▼
Follow-up within 30 Days of Discharge	<div><div></div></div>	1	33%	90%	40%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	<div><div></div></div>	19	95%	60%	79%	35% ▲
Abstinence/Reduced Drug Use	<div><div></div></div>	0	0%	70%	0%	-70% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div><div></div></div>	15	555 days	0.3	97%	90%	99%	7%

< 90%

90-110%

>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										44%
Discharges										56%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 4 Active AIDS Residential Programs